

E. 01345A-08-0172



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 79394

Date: 6/2/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **David M.**

Bergstein

Account Name: Talon Creative Inc.

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Chino Valley

CBR:

State: AZ Zip: 86323

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

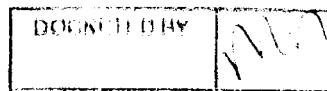
Nature of Complaint:

Received the following correspondence:

May 26, 2009

Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED



RECEIVED
2009 JUN 15 P 4:41
AZ CORP COMMISSION
DOCKET CONTROL

TO THE COMMISSIONERS AND CHAIRMAN; concerning impending rate hike for Arizona Public Service (APS)

In 2006 I phoned the regional manager at the Prescott office concerning some positive feed-back on their service. I spoke with Dan Froetscher who sounded professional and competent. In our conversation I complimented him on the quality (i.e. continuity) power APS had supplied to my home in Williamson Valley. I off handedly remarked I had a gazette with 5 years of WeatherLink archives I would sent them as gratis i.e. a satisfied customer. Mr. Froetscher then insisted that APS would prefer to purchase this gazette (to make it a solicited transactions).

I forwarded said material (see enclosures) to the APS office in Prescott. 6 weeks later I received a check and a letter from Mr. Froetscher at first complimentary but then made it clear they did not want to see any more evidentiary material concerning the cover-up by NOAA, NWS (and others) concerning the true nature of higher temperatures in Arizona. (see enclosures)

Since 2006 APS Quality—continuity—has deteriorated. This is a result of the glut in real estate and the blight of over development in Arizona.

Opinion: APS should have looked in to the rest of the material offered to them in 2006. Instead of legitimately addressing unsounded land use policies, it opted to overextend its' infrastructure. SRP—the competition—came through for Yavapai County to stop over draft of the Verde River Watershed. I no longer see the "Public" in APS;

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it should just be called Arizona Public Services.

POWER OUTAGE (Year to date)

2008	2009
8/1 5:05p-7:20 p	2/17 apx 1:30a --4:30
10/27 2:50 a (Thanksgiving)	5/11 3:48; brownout
10/25 apx 1:30 a-4:30p (Christmas)	

Outage data is from street address in Williamson Valley/North Prescott?Yavapai County.

David M. Bergstein [REDACTED]

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

5/29

I contacted customer and acknowledged receipt of his correspondence. Customer wants to put his Opinion into our database for the record and also wants his Opinion docketed so that the Commissioners will have an opportunity to read his concerns before rendering their decision. FILE CLOSED.

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Arizona Public Service Company - Docket No. E01345A-08-0172.

End of Comments

Date Completed: 6/12/2009

Opinion No. 2009 - 79394
